

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KATHLEEN M. JAMES	)	
	)	
COMPLAINANT	)	
	)	
v.	)	CASE NO.
	)	2002-00421
BELLSOUTH TELECOMMUNICATIONS, INC.	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

BellSouth Telecommunications, Inc. ( BellSouth ) is hereby notified that it has been named as defendant in a formal complaint filed on November 4, 2002, a copy of which is attached hereto.

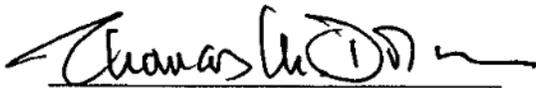
Pursuant to Administrative Regulation 807 KAR 5:001, Section 12, BellSouth is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 4<sup>th</sup> day of December, 2002.

By the Commission

ATTEST:

  
Executive Director

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PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Kathleen M. JAMES )  
(Your Full Name) )  
COMPLAINANT )  
VS. )  
Bell South )  
(Name of Utility) )  
DEFENDANT )

2002-00401

COMPLAINT

The complaint of Kathleen M. James respectfully shows:  
(Your Full Name)

(a) Kathleen M. James  
(Your Full Name)

1220 Hawthorne Ln Lawrenceburg KY 40342  
(Your Address)

(b) Bell South  
(Name of Utility)

Pobx 1262 Charlotte, NC 28201  
(Address of Utility)

(c) That: Please see attached sheet.  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason  
and basis for the complaint.)

Continued on Next Page

Dear Public Service Commission,

10-31-02

I am writing in behave of myself and other Bell South customers who live outside the base rate area or city limits who are still paying mileage charges to this company for private telephone lines.

I am amazed that BellSouth is still allowed to charge mileage fees to these customers as these charges were originally set for private lines in rural areas when party lines where the norm outside the base rate area.

I know that most local telephone companies stopped charging mileage fees when party lines were totally replaced by private lines in all areas back in the late 1980's and early 1990's in Kentucky and many other states in the United States.

I am having no luck at all talking to BellSouth on this issue. I feel my only option is to request from you that these charges are dropped immediately and the customers are given a refund check from BellSouth equal to at least 10 to 15 years of mileage charges.

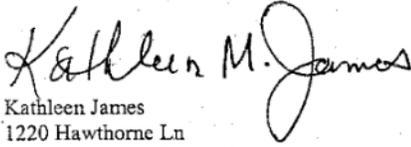
We pay \$5.20 each and every month in mileage charges for our private line and have since we purchased our home on Hawthorne Lane in Anderson County.

Please, take every step you can to have these charges dropped and refund checks sent out to the customers who are still being billed mileage as when you investigate this request I think you will find that I am correct about the other local telephone companies dropping this fee many years ago.

Why is BellSouth the only large company that I am aware of still able to charge this fee?

Please let me know just as soon as possible. I feel this is an example of a large company taking money from the pockets of Kentucky citizens. My family for one, could certainly put to use this \$5.20 every month in many many other ways.

Thank you for your time,

  
Kathleen James  
1220 Hawthorne Ln  
Lawrenceburg, KY 40342

Formal Complaint

Kathleen M. James vs. BellSouth

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Wherefore, complainant asks to stop charging mileage  
(Specifically state the relief desired.)

fees and issue refund checks to  
customers who have been paying these  
fees for 10-15 years too long.

Dated at Lawrenceburg, Kentucky, this 31 day  
(Your City)

of October, 2002  
(Month) 19

Kathleen M. James  
(Your Signature)

\_\_\_\_\_  
(Name and address of attorney, if any)